

# PROCESS MEASURES

CORE PROCESSES	Facilitating Access to High Quality Services <b>CP1</b>	Purchasing for Value <b>CP2</b>	Improving clinical outcomes and care delivery systems <b>CP3</b>	Designing Policy and Programs <b>CP4</b>	Engaging Our External Environment <b>CP5</b>	Supporting the HCA Workforce <b>CP6</b>	Supporting Integrity and Transparency <b>CP7</b>	Supporting Decisions with Data <b>CP8</b>	Managing Financial Resources <b>CP9</b>	Managing Technology & Systems Resources <b>CP10</b>	Managing Agency Planning & Performance <b>CP11</b>
PROCESS OWNER	Preston Cody	Lou McDermott	Charissa Fotinos	Annette Schuffenhauer	Amy Blondin	Jody Costello	Cathie Ott	Rich Campbell	Thuy Hua-Ly	Adam Aaseby	Kari Leitch
PROCESS MEASURES	CP1a Calls Answered	CP2a Performance Contracting	CP3a PCPs credentialed	CP4a Timely Filing	CP5a Inform External Environment	CP6a Staff Development	CP7a Medicaid Eligibility	CP8a Data Requests Complete	CP9a Managing Financial Resources	CP10a 1st Call Resolution	CP11a Process Improvement
	CP1b Ave Speed to Answer	CP2b After the fact Contracts		CP4b Innovation Implement	CP5b Social Media/Web Interaction	CP6b Recruitment	CP7b Payment Accuracy	CP8b Data Defects	CP9b Timely Forecasting	CP10b Quality Improvement Measures	CP11b Strategic Initiatives
	CP1c Network Adequacy						CP7c Audit Resolution		CP9c Timely Monthly Reporting		
	CP1d Quality Interaction										

# OUTCOME MEASURES

OUTCOMES	Access to Right Care, Place, Time <b>01</b>	Improve Quality of Health Care <b>02</b>	Constrain Health Care Cost Growth <b>03</b>	Insurance Coverage <b>04</b>	Health System Performance <b>05</b>	Shared Decision-Making <b>06</b>	Influencing State and Nat'l Policy <b>07</b>	Attract and Retain Quality Employees <b>08</b>	Responsive <b>09</b>	Customer Satisfaction <b>010</b>	Accountable Management <b>011</b>	Org Excellence & Enterprise Alignment <b>012</b>
MEASURE OWNER	MaryAnne Lindeblad	Dan Lessler	Carl Yanagida	Mary Fliss	Charissa Fotinos	Dorothy Teeter	Nathan Johnson	Jody Costello	Tamarra Paradee	Mary Wood	Kathy Smith	Susan Lucas
OUTCOME MEASURES	01a Well-Child Visit Rate	02a Improve Quality of Healthcare	03a WA state cost compared to Nat'l (per cap)	04a Rate of Uninsured	05a Unwarranted Practice Variation	06a Engagement	07a Healthier WA: Implement	08a Employee Satisfaction	09a Customer Request Resolution	010a TBD	011a Leadership Accountability	012a Org Assessment
	01b Consumer Health Care Experience	02b PCP Utilization			05b Access to CD Tx		07b Healthier WA: Integration	08b Retention	09b HCA's Goodwill Value	010b Eligibility Error Rate		012b Project Management
	01c Provider Health Care Experience	02c Appropriate ED Utilization					07c Healthier WA: Value-Based Purchasing					012c Employee Survey Results